UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/044,646	01/10/2002	Vikas Krishna	ARC920010031US1	8578

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EXAMINER
PHAM, HUNG Q

ART UNIT	PAPER NUMBER
2162	

DATE MAILED: 02/24/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

PTO-90C (Rev. 10/03)

	Application No.	Applicant(s)
Office Action Summary	10/044,646	KRISHNA ET AL.
	Examiner	Art Unit	
	HUNG Q PHAM	2162	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *17 September 2004*.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *20-37* is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *20-37* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *17 September 2004* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
    Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413)
    Paper No(s)/Mail Date. _____ .

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

DETAILED ACTION

Response to Arguments

The Affidavit filed on 09/17/2004 under 37 CFR 1.131 is sufficient to overcome

the filing date of Guturu reference.

Applicant's arguments with respect to claims 20-37 have been considered but are

moot in view of the new ground(s) of rejection.

Drawings

A corrected drawing with respect to the objection of FIG. 2 in previous Office

Action was received on 09/17/2004. The drawing is accepted and the objection is

withdrawn.

Claim Rejections - 35 USC § 112

The following is a quotation of the second paragraph of 35 U.S.C. 112:

The specification shall conclude with one or more claims particularly pointing out and distinctly
claiming the subject matter which the applicant regards as his invention.

Claims 20 are rejected under 35 U.S.C. 112, second paragraph, as being

indefinite for failing to particularly point out and distinctly claim the subject

matter which applicant regards as the invention.

Claims 20 recite the limitation *the predetermined identifier* in the step of appending at

least one new record in the first database. There is insufficient antecedent basis for this

limitation in the claim.

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that

form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by
another filed in the United States before the invention by the applicant for patent or (2) a patent
granted on an application for patent by another filed in the United States before the invention by the
applicant for patent, except that an international application filed under the treaty defined in section
351(a) shall have the effects for purposes of this subsection of an application filed in the United States
only if the international application designated the United States and was published under Article 21(2)
of such treaty in the English language.

Claims 20, 21, 24, 26, 27, 30, 32, 33 and 36 are rejected under 35

U.S.C. 102(e) as being anticipated by Mahajan et al. [USP 6,226,650 B1].

Regarding claims 20, 26 and 32, Mahajan teaches a method of synchronizing

remote database on a first database server (FIG. 1, server 18) networked to other

database servers (FIG. 1, clients 16 A-C) containing collaborative database information

records (Col. 4, Lines 26-29). The method comprises:

selecting at least one remote database server (FIG. 5A, Col. 10, Lines 21-24, a client

database as remote database server is selected by an updated request);

accessing locally on a first database server, at least one database record (modification files

86 as database records on server 18 as first database server are accessed for

transmitting to client 16, Col. 6, Lines 23-36), *wherein the* modification file as *database*

record includes at least one field for each of a sequence number field (sequence number field,

Col. 6, Lines 25-27), *a problem identifier field* (client number ID field, FIG. 4, Col. 8, Lines

14-15), *and a work history field* (transaction field, FIG. 4, Col. 8, Lines 3-8);

searching for at least one database record with a predetermined value in the work history field

(modification files with transaction A, C, R, J as predetermined value in the work history

field are searched by sequence number, Col. 6, Lines 23-36);

using a sequence value within the sequence number field in the at least one database record

with the predetermined value as a starting point for synchronization with the remote database server

(the received sequence number is used to send modification files with sequence

number greater than the received sequence number to update client database, and a

modification file with transaction A, C, R, J as predetermined value in the work history

field, Col. 6, Lines 30-36).

As illustrated at Col. 6, Lines 23-45, sequence numbers are associated with the

modification files. When the client computer system 16 accesses server 18, the client

transmits to the server the sequence number of the last update file it received from the

server. Based on the sequence number received from the client, the server transmits

only files that were not previously transmitted to the client by sending only those

modification files with a sequence number greater than the sequence number received

from the client. As seen, a modification file that was not previously transmitted to the

client is *a new record* that has a structure as shown in FIG. 4 *with* transaction A, C, R, J as

predetermined value in the work history field. The modification file as *new record is appended in* database management system 100 of FIG. 2 or *the first database.*

Referring back to the illustration at Col. 6, Lines 23-45 as discussed above, the modification file of database management system 100 in FIG. 2 that was not previously transmitted to the client is associated with a sequence number greater than the sequence number of the last update. In other words, *a new sequence number is stored in the at least one new record in the first database, wherein the new sequence number is an increment of a final sequence number of a final database record sent to the remote database.*

Regarding claims 21, 27 and 33, Mahajan teaches all of the claimed subject matter as discussed above with respects to claim 20, 26 and 32, Mahajan further discloses the step of *searching for a predetermined entry which does not Include a time entry* (Col. 6, Lines 23-36).

Regarding claims 24, 30 and 36, Mahajan teaches all of the claimed subject matter as discussed above with respect to claims 20, 26 and 32, Mahajan further discloses the step of *sending to the remote database server with a second database schema that is different than a first database schema for the first database server* (FIG. 3A and 3C).

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

Claims 22, 23, 28, 29, 34 and 35 are rejected under 35 U.S.C. 103(a) as being unpatentable over Mahajan et al. [USP 6,226,650 B1] in view of Applicant Admitted Prior Art [Background].

Regarding claims 22, 28 and 34, Mahajan teaches all of the claimed subject matter as discussed above with respect to claims 20, 26 and 32, but fails to disclose the database record is sent for *customer service information*. However, in the background is the disclosure of a help desk application for customer service. Therefore, it would have been obvious for one of ordinary skill in the art at the time the invention was made to modify the Mahajan method by using the technique as discussed for storing customer

service information in order to maintain synchronization among a server and a help

desk client.

Regarding claims 23, 29 and 35, Mahajan teaches all of the claimed subject

matter as discussed above with respect to claims 20, 26 and 32, but fails to disclose the

database record is sent for *a help desk application*. However, in the background is the

disclosure of a help desk application for customer service. Therefore, it would have

been obvious for one of ordinary skill in the art at the time the invention was made to

modify the Mahajan method by using the technique as discussed for storing customer

service information in order to maintain synchronization among a server and a help

desk client.

Claims 25 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Mahajan et al. [USP 6,226,650 B1] and Applicant Admitted Prior Art [Background]

as applied to claims 24 above, and further in view of Rackman [USP 5,903,646].

Regarding claim 25, Mahajan and Applicant Admitted Prior Art, in combination,

teach all of the claimed subject matter as discussed above with respect to claim 24, but

does not disclose *the database record from the first database server with the first database schema*

that has been previously designated as non-confidential. Rackman teaches a technique of

designating a document as confidential and non-confidential (Rackman, Col. 3, Line 57-

Col. 4, Line 40). It would have been obvious for one of ordinary skill in the art at the time

the invention was made to designate a document as non-confidential and confidential in

order to secure access to a database.

Claims 31 and 37 are rejected under 35 U.S.C. 103(a) as being unpatentable

over Mahajan et al. [USP 6,226,650 B1] in view of Rackman [USP 5,903,646].

Regarding claims 31 and 37, Mahajan teaches all of the claimed subject matter

as discussed above with respect to claims 26 and 32, but does not disclose *the database*

record from the first database server with the first database schema that has been previously designated

as non-confidential. Rackman teaches a technique of designating a document as

confidential and non-confidential (Rackman, Col. 3, Line 57-Col. 4, Line 40). It would

have been obvious for one of ordinary skill in the art at the time the invention was made

to designate a document as non-confidential and confidential in order to secure access

to a database.

Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).
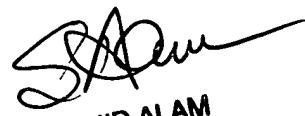
A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to HUNG Q PHAM whose telephone number is 571-272-4040. The examiner can normally be reached on Monday-Friday.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, JOHN E BREENE can be reached on 571-272-4107. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the

Patent Application Information Retrieval (PAIR) system. Status information for

published applications may be obtained from either Private PAIR or Public PAIR.

Status information for unpublished applications is available through Private PAIR only.

For more information about the PAIR system, see http://pair-direct.uspto.gov. Should

you have questions on access to the Private PAIR system, contact the Electronic

Business Center (EBC) at 866-217-9197 (toll-free).

Examiner Hung Pham
February 16, 2005

SHAHID ALAM
PRIMARY EXAMINER